

ORIGINAL



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December 21, 2004

Mrs. Blanca S. Bayó, Director
Division of the Commission Clerk and
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

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04 DEC 21 PM 4:37
COMMISSION
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RE: Docket No. 000121B-TP

Dear Mrs. Bayó:

Enclosed is an original and 15 copies of Sprint's December 2004 Root Cause Analysis (RCA) report as required by Order Number PSC-03-0176-CO-TP in Docket 000121B-TP. This order required that any failure in three consecutive months to meet any performance for a given level of disaggregation shall require a RCA by Sprint, which shall then be published on a monthly basis. This report is for results for the period of August 2004 through October 2004 as published in the September, October and November reports.

A copy of this letter is enclosed. Please stamp it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

- CMP _____
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Sincerely,

Susan S. Masterton / @su

Susan S. Masterton

Enclosures

cc: Lisa Harvey
Jerry Hallenstein
David Rich

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FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by U.S. mail to all known parties of record this 21st day of December, 2004.

Felicia Banks
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

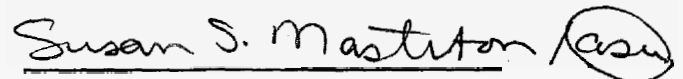
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Susan S. Masterton
Susan S. Masterton



December 2004 Root Cause Analysis Report (reflects October 2004 data published November 20)

Florida Public Service Commission

Background

If there is non-compliance at the aggregate level in three consecutive months for a given level of disaggregation, Sprint shall provide a report of root cause analysis on a monthly basis. Sprint's root cause analysis shall include a plan for corrective action with key activities and anticipated completion dates for implementation.

* **Definition of Project Orders:** Service requests that exceed the line size and/or level of complexity that would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.

| Measure 2: Average FOC Notice Interval | | | | | |
|--|------------|-----------------------|------------------|----------|---|
| Submeasure 2.01.16: All Electronic – LNP | | | | | |
| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
| Sprint's ordering system processes the manual re-queuing of the order as an electronic order when it should be an electronic/manual mix order. For instance, if an order is received by Sprint's ordering center in error and the analyst corrects the error, the analyst resubmits (original date and time are not impacted) the order so that the system can systematically complete a firm order confirmation notice to the customer. | 2Q 2004 | 1Q 2005 4Q 2004 | TBD | | A system enhancement to include orders with manual handling in the electronic/manual mix submeasure is scheduled to be implemented on 1/1/05. |

| Measure 2: Average FOC Notice Interval | | | | | |
|--|----------------------|-----------------------|------------------|----------|--|
| Submeasure 2.03.01: Electronic/Manual Mix – Residential POIS | | | | | |
| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
| Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually. | 4Q 2003 | 2Q 2005 3Q 2004 | 30-40% of orders | | The action plan includes the following: <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions, is scheduled to be implemented on 2/5/05 Representatives are working overtime Monday through Saturday Sprint established a group of dedicated employees to handle complex orders which require manual intervention |
| Sprint continues to experience an increase in order volumes, which are up 11% from last year. | DOCUMENT NUMBER-DATE | | | | |

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| Measure 2: Average FOC Notice Interval | | | | | |
|--|------------|-----------------------|------------------|----------|--|
| Submeasure 2.03.02: Electronic/Manual Mix – Business POTS | | | | | |
| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
| and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; Sprint continues to experience an increase in order volumes, which are up 11% from last year. | 2Q 2004 | 2Q 2005 3Q 2004 | 30-40% of orders | | The action plan includes the following: <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions, is scheduled to be implemented on 2/5/05 Representatives are working overtime Monday through Saturday Sprint established a group of dedicated employees to handle complex orders which require manual intervention |

| Measure 2: Average FOC Notice Interval | | | | | |
|---|------------|-----------------------|------------------|----------|--|
| Submeasure 2.03.101: Electronic/Manual Mix - UNE Loops xDSL Provisioned | | | | | |
| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
| Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually. Sprint continues to experience an increase in order volumes, which are up 11% from last year. | 4Q 2003 | 2Q 2005 3Q 2004 | 30-40% of orders | | The action plan includes the following: <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions, is scheduled to be implemented on 2/5/05 Representatives are working overtime Monday through Saturday Sprint established a group of dedicated employees to handle complex orders which require manual intervention |

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|------------|-----------------------|------------------|----------|--|
| Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion | 4Q 2003 | 2Q 2005 3Q 2004 | 30-40% of orders | | The action plan includes the following: <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions, is scheduled to be implemented on 2/5/05 Representatives are working overtime Monday through Saturday Sprint established a group of dedicated employees to handle complex orders which require manual intervention |



| | | | | | |
|---|--|--|--|--|--|
| Sprint continues to experience an increase in order volumes, which are up 11% from last year. | | | | | |
|---|--|--|--|--|--|

Measure 2: Average FOC Notice Interval
Submeasure 2.03.131 Electronic/Manual Mix – UNE Platform

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|--|------------|-----------------------|------------------|----------|---|
| <p>Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.</p> <p>Sprint continues to experience an increase in order volumes, which are up 11% from last year.</p> | 2Q 2004 | 2Q 2005 3Q 2004 | 30-40% of orders | | <p>The action plan includes the following:</p> <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions, is scheduled to be implemented on 2/5/05 Representatives are working overtime Monday through Saturday Sprint established a group of dedicated employees to handle complex orders which require manual intervention |

Measure 2: Average FOC Notice Interval
Submeasure 2.03.16: Electronic/Manual Mix – LNP

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|--|------------|-----------------------|------------------|----------|---|
| <p>Compliance has been impacted due to the complexity and manual intervention required for these types of orders.</p> <p>Sprint continues to experience an increase in order volumes, which are up 11% from last year.</p> | 3Q 2004 | 1Q 2005 4Q 2004 | 30-40% of orders | | Sprint has designated specific order assigners to handle these types of orders. |

Measure 3: Average Reject Notice Interval
Submeasure 3.03.02.01: Electronic/Manual Mix – Co

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|------------|-----------------------|------------------|----------|---|
| <p>Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually.</p> | 3Q 2003 | 2Q 2005 3Q 2004 | 30-40% of orders | | <p>The action plan includes the following:</p> <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions, is scheduled to be implemented on 2/5/05 Representatives are working overtime Monday through Saturday Sprint established a group of dedicated employees to handle complex orders which require manual intervention |



Sprint continues to experience an increase in order volumes, which are up 11% from last year.

Measure 3: Average Reject Notice Interval

Submeasure 3.03.02.02: Electronic/Manual Mix – Content Errors – UNE Loops and Ports

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|--|------------|-----------------------|------------------|----------|---|
| Sprint is experiencing an increase in CLEC project orders which require more manual intervention. Sprint is also experiencing a shift in the types of services ordered from CLEC customers. CLECs are ordering less Resale and more UNE-P and CLEC to CLEC conversion orders. Resale orders can be completed systematically; however, UNE-P and CLEC to CLEC conversion orders must be completed manually. Sprint continues to experience an increase in order volumes which are up 11% from last year. | 4Q 2003 | 2Q 2003 3Q 2004 | 30-40% of orders | | <p>The action plan includes the following:</p> <ul style="list-style-type: none"> Automation of complex orders, such as CLEC-to-CLEC conversions, is scheduled to be implemented on 2/5/05 Representatives are working overtime Monday through Saturday Sprint established a group of dedicated employees to handle complex orders which require manual intervention |

Measure 1: Average Completed Interval

Submeasure 7.01.02: Residential POTS – No Field Work

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|------------|-----------------------|------------------|----------|--|
| Cause analysis is ongoing. One cause that has already been identified as a contributor to shorter ILEC intervals is “no physical work” orders. These orders yield short ILEC intervals. | 3Q 2003 | 4Q 2004 2Q 2004 | TBD | | <p>The lack of “no physical work” orders for CLEC results is inherent to the business. For example: a “no physical work” order is a “change of ownership” in which a Sprint retail customer calls Sprint and requests a change to the person billed for service (for example, when one roommate transfers the bill to another roommate’s name). If a CLEC customer called a CLEC with the same request, the CLEC would handle this internally and would not submit an order to Sprint on their customer’s behalf.</p> <p>A cross-functional team continues to look for opportunities of reducing CLEC intervals.</p> <p>The action plan includes the following:</p> <ul style="list-style-type: none"> Automation of complex orders such as, CLEC-to-CLEC conversions, is scheduled to be implemented on 2/5/05 Representatives are working overtime Monday through Saturday |
| High order volumes have caused a backlog of orders in the NEAC. This has resulted in extended intervals due to the manual completion of orders. | 3Q 2003 | 2Q 2005 | TBD | | <p>Order examples were sent to the supervisor for appropriate coaching and corrective action.</p> |
| A Sprint representative failed to follow the process for creating corrective orders which resulted in a 152 interval day order for September. | 3Q 2004 | 3Q 2004 | 40-50% of days | 9-30-04 | |



Measure 7: Average Completed Interval

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|------------|-----------------------|------------------|----------|--|
| High order volumes have caused a backlog of orders in the NEAC. This has resulted in extended intervals due to the manual completion of orders. | 3Q 2003 | 2Q 2005 | TBD | | The action plan includes the following: <ul style="list-style-type: none"> Automation of complex orders such as, CLEC-to-CLEC conversions, is scheduled to be implemented on 2/5/05 Representatives are working overtime Monday through Saturday |
| A keying error on the month portion of the application date created a 147 – day interval in October, 2004. | 4Q 2004 | 4Q 2004 | 50-60% of days | | The issue was sent to the supervisor for appropriate coaching and corrective action. |

Measure 7: Average Completed Interval

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|------------|-----------------------|--|----------|--|
| Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date. Sprint does not | 1Q 2004 | 4Q 2004 2Q 2004 | 40-50% of days 20-30% of days 70-80% of days 50-60% of days | | Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date. Sprint has implemented several new processes and technologies to enable the use of UNE Loops that are located behind remote end offices. The entire process should be completed by January 1, 2005. |
| Severe summer storms caused orders to be carried over. | 3Q 2004 | 3Q 2004 | 40-50% of days 60-70% of days 5-10% of days 10-20% of days | | This is a seasonal issue that will be resolved as weather conditions improve. |

Submeasure 7.11.01: UNE Loops Non-Designed – Field Work

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|--|------------|-----------------------|--|----------|--|
| Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date. Sprint does not provide UNE Loops for Sprint retail customers. | 2Q 2003 | 4Q 2004 2Q 2004 | 60-70% of days 40-50% of days 60-70% of days | | Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date. Sprint has implemented several new processes and technologies to enable the use of UNE Loops that are located behind remote end |



| | | | | | |
|--|---------|---------|----------------|--|--|
| | | | 70-80% of days | | offices. The entire process should be completed by January 1, 2005. |
| Severe summer storms caused orders to be carried over. | 3Q 2004 | 3Q 2004 | 10-20% of days | | This is a seasonal issue that will be resolved as weather conditions improve. |

Measure 7: Average Completed Interval

Submeasure 7.131.02: UNE Platform – No Field Work

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|------------|-----------------------|------------------|----------|--|
| Cause analysis is ongoing. One cause that has already been identified as a contributor to shorter ILEC intervals is “no physical work” orders. These orders yield short ILEC intervals. | 3Q 2003 | 4Q 2004 TBD | TBD | | The lacks of “no physical work” orders for CLEC results are inherent to the business. For example: a “no physical work” order is a “change of ownership” in which a Sprint retail customer calls Sprint and requests a change to the person billed for service (for example, when one roommate transfers the bill to another roommate’s name). If a CLEC customer called a CLEC with the same request, the CLEC would handle this internally and would not submit an order to Sprint on their customer’s behalf. A cross-functional team continues to look for opportunities of reducing CLEC intervals in order to achieve parity with ILEC intervals. |
| High volumes of complex orders have caused a backlog of orders in the NEAC. This has resulted in extended intervals due to the manual completion of orders. | 3Q 2003 | 2Q 2005 | TBD | | The action plan includes the following: <ul style="list-style-type: none"> Automation of complex orders such as, CLEC-to-CLEC conversions is scheduled to be implemented on 2/5/05 Representatives are working overtime Monday through Saturday |
| A Sprint representative failed to follow the process for creating corrective orders which resulted in a 152 interval day order for September. | 3Q 2004 | 3Q 2004 | 10-20% of days | 9-30-04 | Order examples were sent to the supervisor for appropriate coaching and corrective action. |
| A keying error on the month portion of the application date created a 104 –day interval in October, 2004. | 4Q 2004 | 4Q 2004 | 50-60% of days | | The issue was sent to the appropriate supervisor for coaching and corrective action. |



Measure 11: Percent of Due Dates Missed

Submeasure 11.101.01: UNE Loops x-DSL Provisioned – Field Work

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|--|------------|-----------------------|--|----------|--|
| Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date. Sprint does not provide UNE Loops for Sprint retail customers. | 2Q 2003 | 4Q 2004 2Q 2004 | 30-40% of days 20-30% of orders 30-40% of orders 20-30% of orders | | Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date. Sprint has implemented several new processes and technologies to enable the use of UNE Loops that are located behind remote end offices. The entire process should be completed by January 1, 2005. |
| Severe summer storms caused orders to be carried over. | 2Q 2004 | 3Q 2004 | 40-50% of days 60-70% of orders 30-40% of orders 40-50% of orders 20-30% of orders | | This is a seasonal issue that should be resolved as weather conditions improve. |

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|--|------------|-----------------------|--|----------|--|
| Certain facilities will not support UNE Loop service. In some cases, this situation cannot be identified until a technician is dispatched on the due date. Additional work may be required in which case the service cannot be provided on the original due date. Sprint does not provide UNE Loops for Sprint retail customers. | 2Q 2003 | 4Q 2004 2Q 2004 | 30-40% of orders 40-50% of orders 60-70% of orders 30-40% of orders 60-70% of orders | | Records are being updated to enable these facilities to be identified earlier in the provisioning process so that all work can be completed by the original due date. Sprint has implemented several new processes and technologies to enable the use of UNE Loops that are located behind remote end offices. The entire process should be completed by January 1, 2005. |
| Severe summer storms caused orders to be carried over. | 3Q 2004 | 3Q 2004 | 30-40% of orders 20-30% of orders | | This is a seasonal issue that should be resolved as weather conditions improve. |



Measure 17a: Percentage Troubles in 5 Days for New Orders

Submeasure 17a.01: Residential POTS

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|--|------------|-----------------------|---|----------|---|
| Troubles are being reported on some non-dispatched orders. Non-dispatchable orders automatically flow through provisioning systems and are completed with no indication of any trouble condition until a customer calls. For example there may be a disconnected jumper at the site. In these situations the CLEC will contact Sprint to report a trouble. | 4Q 2003 | 4Q 2004 | 70-80% of trouble tickets 80-90% of trouble tickets 85-95% of trouble tickets | | <p>Non-dispatchable orders meeting certain criteria are being dispatched to ensure service is provided. Data is being accumulated to identify actionable causes for troubles. Corrective actions will be implemented as appropriate. Sprint is also investigating potential ideas for ameliorating the impact of small CLEC volumes in cases where low CLEC ticket volume may decrease the effectiveness of the statistical parity comparisons.</p> <p>Sprint implemented a process to automate ticket submission to technicians via a hand held device. However, some orders were not getting to the Central Office technicians via the hand held device. A routing system was inadvertently closing some orders. The non-worked orders caused Sprint to experience an increase in trouble activity. These orders were all sent via printers in the last week of April until the hand held devices could be fixed.</p> <p>Sprint is in the process of identifying wire centers where chronic non-compliance exists. Once a wire center is deemed 'chronic', which includes per 100 and repeats (mostly cleared to outside plant or high level disposition for facilities), Sprint plans to upgrade those facilities.</p> <p>Sprint is also performing refresher training in the districts to improve accuracy of closing troubles related to defective/deteriorated cable.</p> <p>A new defective cable program will be implemented in 2005.</p> |

Measure 18: Average Completion Notice Interval

Submeasure 18.01: All Electronic

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|------------|-----------------------|------------------|----------|---|
| Technicians are not uploading tasks upon completion within the 20-minute objective. | | | 30-40% of orders | | Technician information was sent to the Administrative Managers for corrective action. |
| Representative errors caused orders to fail completion on the due date. | 3Q 2004 | 4Q 2004 | 10-20% of orders | | Order examples were sent to the appropriate centers for corrective action as well as coaching and counseling. |



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|---|---------|---------|--------------------------------------|----------|---|
| | | | 20-30% of orders 10-20% of orders | | |
| Representatives failed to re-due date certain orders when the orders were completed after the due date. | 3Q 2004 | 4Q 2004 | 1-10% of orders 10-20% of orders | | Order examples were sent to the appropriate centers for corrective action as well as coaching and counseling. |
| A system error caused completion notice delays for approximately six hours on 10/11/04. | 4Q 2004 | 4Q 2004 | 10-20% of orders | 10-11-04 | The system issue was resolved on 10/11/04. |

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|------------|-----------------------|---|----------|---|
| Service center workload is shifting to order types which require additional manual intervention. This is preventing the clearing of errors on orders prior to the due date. | 3Q 2004 | 1Q 2005 | 70-80% of orders 80-90% of orders 70-80% of orders 80-90% of orders | | Several initiatives have been implemented to balance the workload in the service centers. These include streamlining current processes and resource management. |

Measure 19: Customer Trouble Report Rate

Submeasure 19.147: EELS

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|--|------------|-----------------------|------------------------|----------|--|
| Several issues impacting compliance are related to defective equipment, lightning damage, cable issues, and Sprint employee error. | 3Q 2004 | 1Q 2005 | 20% of trouble tickets | | <p>Equipment and infrastructure maintenance issues continue to be a company-wide priority. It is standard Sprint policy to repair or replace properties identified as sub-standard whenever appropriate. However, many network outages can not be determined until they occur on an individual basis as opposed to an overall network problem. Sprint has been replacing older equipment with new HDSL equipment as a nation-wide initiative.</p> <p>Employee caused errors were addressed through individual coaching and counseling.</p> <p>Sprint plans to perform analysis to determine if the current retail and wholesale comparisons are appropriate for this submeasure.</p> |



| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|--|------------|-----------------------|------------------|----------|---|
| Sprint experienced heavy workloads due to hurricanes in September, which caused technicians to miss some commit dates. | 4Q 2004 | 4Q2004 | 100% | | This is a seasonal issue that should be resolved as weather conditions improve. |

Measure 32: Recurring Charge Completeness
Submeasure 32.02: UNE

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|------------|-----------------------|------------------|----------|--|
| A billing system outage and slow response times | 3Q 2004 | 1Q 2005 | 10-15% of orders | | Sprint is currently investigating the cause of the system slow response time. Also, Sprint started a new process to allow bill processing during non-business hours which is expected to improve response times. |

Measure 33: Non-Recurring Charge Completeness
Submeasure 33.02: UNE

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|------------|-----------------------|------------------|----------|--|
| A billing system outage and slow response times contributed to delays in billing. Sprint continues to experience an increase in order volumes, which are up 11% from last year at this time. | 3Q 2004 | 1Q 2005 | 10-15% of orders | | Sprint is currently investigating the cause of the system slow response time. Also, Sprint started a new process to allow bill processing during non-business hours which is expected to improve response times. |

Measure 39: E911 MS Database Update Interval
Submeasure 39.02: Direct Gateway Input

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|------------|-----------------------|------------------|----------|--|
| Non-compliance is attributed to failed migrate records. Definition of Migrate Records: A transaction record sent to the E911 database by the recipient company which failed to process because the E911 record is still locked to the previous company. | 3Q 2004 | TBD | TBD | | In a future review of the performance measurement plan, Sprint recommends to include migrate records in a different submeasure. Sprint will be urging the CLECs be more responsive with releasing information to enable Sprint to meet the benchmark. |



Measure 44: Center Responsiveness

| Description of Issue | Start Date | Projected Improvement | Estimated Impact | End Date | Improvement Plan |
|---|------------|-----------------------|------------------|----------|---|
| Due to increases in 2004, CLEC order volumes and significant manual order intervention, more resources were required to process orders. This resulted in an increase in call answer times. Call volumes in the NEAC have increased 100% from 2003. | 3Q 2004 | 4Q 2004 | TBD | | Sprint has contacted the CLECs with the highest percentage of call volumes to discuss how CLECs can help improve the ordering process. This is expected to decrease the amount of calls coming into the service centers and also decrease the current response time. Analysis indicates that about 35-45% of the calls that come into the center are for information the CLECs are able to view online in IRES. Sprint has reviewed call processing time and will reallocate resources for efficient call volume management. |